

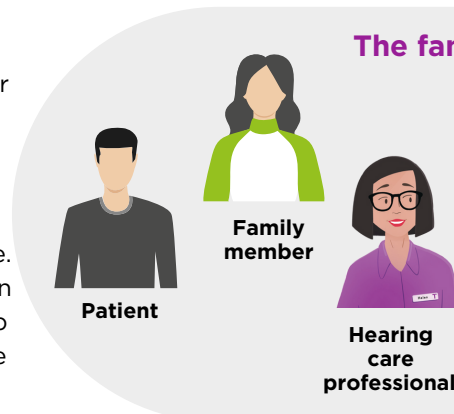
Family-centered care – a win-win-win situation



Family-centered care is an approach to healthcare that recognizes the vital role of family¹ and has also proven to be hugely beneficial in hearing care.² It considers the client, family and hearing care professional as partners in the planning, execution and monitoring of the treatment.

Why involve family?

Family involvement leads to better insights into difficult communication situations from both sides and offers the opportunity to share communication tips with everyone. Engaging the family in the creation of the treatment plan will also help build a support network where the patient needs it most.



The family is the patient

Step 1 Invite a family member to join audiology appointments, reinforcing the reasons why they should attend.

Step 2 Set up the physical environment so that family members are comfortably included in the consultation

Step 3 Let the patient and family members know that their input will be encouraged during the appointment.²



A win-win-win situation

Studies have shown that including a family member into appointments is beneficial because...

- in **62%** of the cases, perception of the potential hearing aid outcome differs between client and family member before the appointment.³ it results in **96%** higher uptake of hearing instruments in mild hearing losses.⁴
- recommendation likelihood for the clinic raises from **22%** (with no family member involved) to **82%** (family member involved).⁵

Benefits at a glance²

Patient

- + Superior outcomes
- + Better adherence to treatment recommendations
- + Higher satisfaction with hearing care services

Family

- + Greater awareness of the effect of hearing loss
- + Less third-party disability
- + Improved relationship quality

Clinicians

- + Improved patient-provider relationship
- + Recommendations are followed more often
- + Higher recommendation rates



Over recent years, the family-centered care approach has been adopted by many hearing healthcare providers. Studies have proven the benefits of this approach for all parties involved, and it is worth making patients aware of why they should bring a family member to appointments with their hearing care professional or ENT from the very beginning.

¹The term 'family' refers to any significant partner in the client's life (e.g. spouse, child, close friend). ²Singh G, Hickson L, English K, Scherpiet S, Lemke U, Timmer B, Buerkli-Halevy O, Montano J, Preminger J, Scarinci N, Saunders G, Jennings MB, Launer S. (2016). Family-Centered Adult Audiologic Care: A Phonak Position Statement. Hearing Review, 23(4):16. ³Preminger, J.E., & Meeks, S. (2010). The influence of mood on the perception of hearing-loss related quality of life in people with hearing loss and their significant others. International Journal of Audiology, 49, 263 - 271. ⁴ Singh, G. and Launer, S. (2016). Social context and hearing aid adoption. Trends in Hearing, 20 (1-10) ⁵Ekberg, K., Timmer, B., Francis, A., & Hickson, L. (2022). Improving the implementation of family-centred care in adult audiology appointments: A feasibility intervention study. International Journal of Audiology, DOI: 10.1080/14992027.2022.2095536.